



COMMUNICATE EFFECTIVELY AS A LEADER





CASH REGISTER

- **Why did the group members have different responses to the exercise statements? What caused the differences?**
- **Many people don't perform very well on this test. Why?**



CONCEPTS OF “CASH REGISTER”



- Individuals perceive information based on their own experiences and backgrounds.
- Individuals respond to communication situations differently.
 - Most people selectively perceive information they are comfortable with while analyzing situations.
 - Many subconsciously fill in gaps with assumptions they believe are facts.



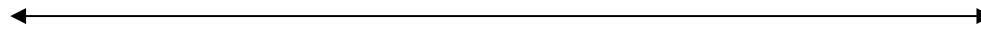
INTERPERSONAL COMMUNICATIONS MODEL



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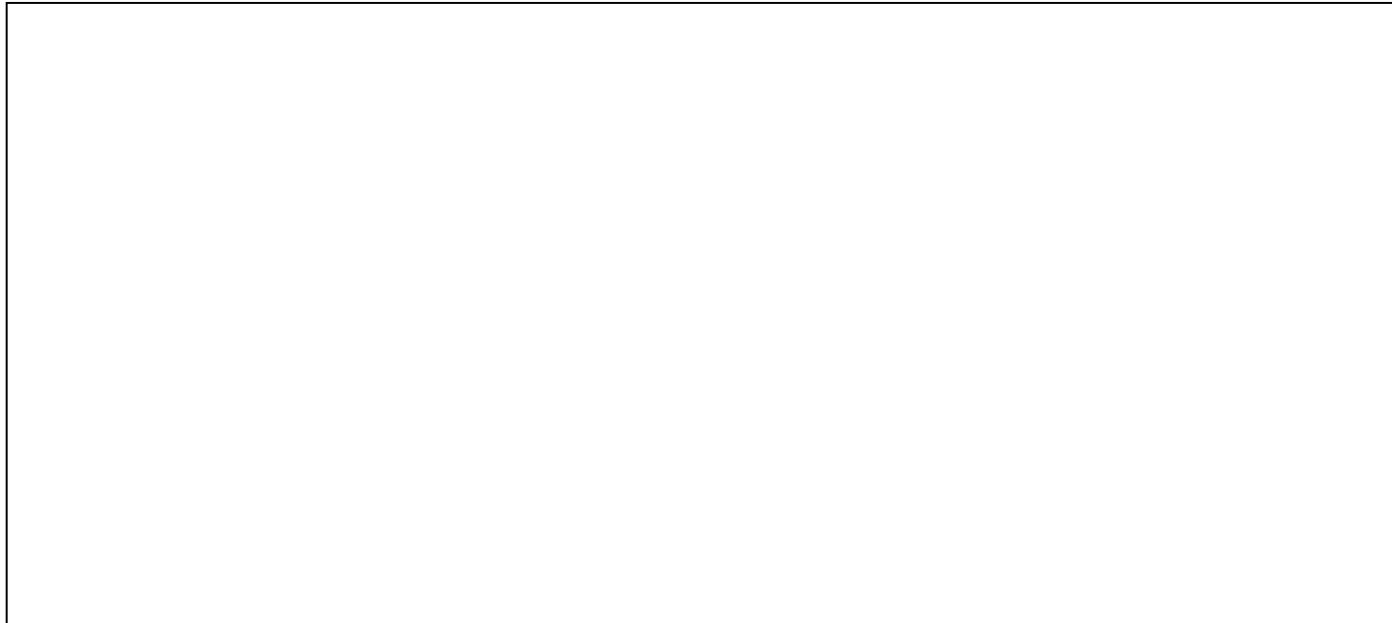


RECEIVING FEEDBACK



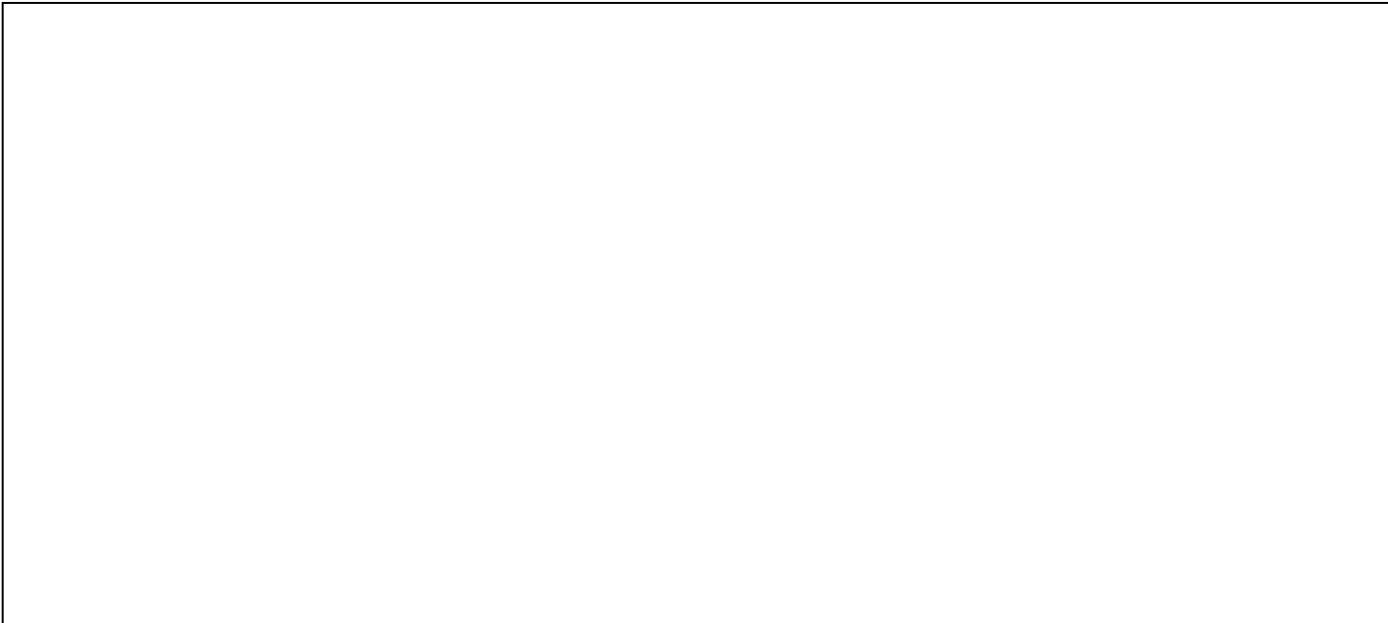


WINDOW REPRESENTING ME





WINDOW REPRESENTING PLATOON SITUATION





SAMPLE LEADERSHIP STYLES



- **Usually results in subordinates who are hostile, insecure, and resentful.**
- **Subordinates soon learn that the leader is interested in his/her own importance and prestige.**
- **Leader tends to be considered autocratic.**
- **Leaders value their own ideas and opinions but not those of others.**



SAMPLE LEADERSHIP STYLES, *cont.*



- **The most effective communication style.**
- **Leaders who cannot “open up” because of their personalities and attitudes.**
- **Leaders who use neither exposure nor feedback.**
- **Leaders who cannot use exposure and must rely on feedback.**



SAMPLE LEADERSHIP STYLES, *cont.*



- **Leaders who appear to exhibit anxiety and hostility.**
- **If an organization has a number of leaders of this type, they can expect to find poor and ineffective interpersonal communications.**